Service Level Agreement	Target Performance	Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	90% 🟢
Call Abandonment Rate	Less then 2% Abandoned *(Includes Voicemail)*	4.5% 🟡
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	98% 🟢
Email Response Rate	98% Response within 1 business hour	97.3% 🟡
User Sampling Survey	95% Of Satisfied Customers	95.9% 🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*	99% 🟢

Account Management	8 Business Hours	99.1% 🟢	
Applications	16 Business Hours	94.5% 🟢	*Excluding GMIS & SIRS*
Data Management	32 Business Hours	98.2% 🟢	
Database	32 Business Hours	100% 🟢	
Hardware	40 Business Hours	96.7% 🟢	
Operating System	24 Business Hours	96.9% 🟢	
Telecomm	12 Business Hours	99.4% 🟢	

Project Management

Complete By Promised Due Date	90% Within 5% of Planned Project Duration	100% 🟢

Network Availability

CAN Availability (Campus Area)	24x7 Availability (99.9%)	100% 🟢
Dial-Up Availability	24x7 Availability (99.9%)	100% 🟢
Switch Availability	24x7 Availability (99.9%)	99.2% 🟡
VPN Availability	24x7 Availability (99.9%)	100% 🟢
WAN Availability (Remote Sites)	24x7 Availability (98.0%)	99.7% 🟢

Server and Storage Administration

Overall Average Windows Server Availability		99.8% 🟡

Citrix Server Availability	99.9% Availablity	99.6% 🟡	
E-Mail Server Availability	99.9% Availablity	99.7% 🟡	
Shared File Server Availability	99.9% Availablity	99.9% 🟢	
SQL Server Availability	99.9% Availablity	98.3% 🟡	
Web/App Server Availability	99.9% Availablity	100% 🟢	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98%)	99.9% 🟢
New Network Account Requests	Creation Within 2 Business Days (99%)	98.3% 🟡
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	98.2% 🟢

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   6/7/2007